

## **Job Title: Technical Field Application Scientist (Eastern Time Zone)**

### **Company Overview**

For over 20 years, Golden Helix has been a global leader in genetic analytics software, driving innovation in precision medicine and translational genomics. We develop high-end bioinformatics tools that empower researchers and clinicians to analyze complex genomic data with ease and accuracy. At Golden Helix, we're not just about creating top-notch software—we're committed to providing exceptional training and support to our customers worldwide. Join our team headquartered in Bozeman, Montana, and help shape the future of genetic research!

### **Job Summary**

We are seeking a Technical Field Application Scientist (FAS) to join our growing Support Team headquartered Bozeman, MT. This dynamic role goes beyond the traditional FAS responsibilities of customer training, troubleshooting, and support, requiring advanced technical expertise in programming, software installations, and system configuration. The ideal candidate is someone who enjoys diagnosing complex software issues, reproducing bugs, and explaining root causes clearly both to customers and internally. As genomic data scales and computational environments evolve, our customers rely on us to deploy our tools in sophisticated settings—both offline local systems and cloud-based platforms.

In this position, you'll serve as a scientific and technical resource, handling everything from initial software setups to ongoing case resolution, custom scripting, and product quality improvements. You'll also contribute to marketing content like blogs and webinars to enhance our users' experience. If you're an analytical, customer-focused individual with a knack for bioinformatics and command-line proficiency, we'd love to hear from you!

### **Key Responsibilities**

#### **Customer Support & Training**

- Confidently present the value of Golden Helix software to customers at both general and technical levels via email, phone, or webinar.
- Lead product demonstrations and software evaluations by clearly articulating software value proposition, differentiating core capabilities, and aligning workflows to customer production goals
- Troubleshoot and resolve technical support cases, capturing all incoming requests and escalating complex issues to senior staff and dev team as needed.

- Document common customer challenges and collaborate with the team to create FAQ documents, tutorials, and support blog posts.

### **Technical Expertise**

- Perform sophisticated software installations and configurations in local (on-premise) and cloud-based environments, addressing user permissions, virtual machines, VPNs, proxy settings, and firewalls.
- Develop and test custom scripts (e.g., Python, JavaScript, Bash, or similar) tailored to common and edge-case bioinformatics pipelines.
- Assist with product testing to ensure stability and quality, working closely with the Product Development team to document and resolve issues.

### **Content Creation & Data Support**

- Generate marketing content such as blogs and webinars that highlight real-world workflows, customer outcomes, and differentiated platform capabilities.
- Contribute to technical documentation and support research efforts in emerging genomic fields as directed.

### **Required Skills and Qualifications**

- **Core FAS Skills:**
  - Strong oral and written communication skills (fluent English required) to explain complex concepts clearly to diverse audiences.
  - Solid customer service skills with a desire to engage closely with customers via email, phone, and webinar.
- **Technical Skills:**
  - Proficiency in custom scripting (e.g., Python, JavaScript, Bash) for automation and pipeline development.
  - Experience with HTML and JavaScript for UI and report customization.
  - Investigate, reproduce, and clearly communicate/document software issues including environmental factors, configuration differences, and reproducible steps for development team.
  - Experience with software installation and troubleshooting across multiple operating systems (Windows, Mac, and Linux) and cloud environments.

- Understanding of network infrastructure (e.g., virtual machines, VPNs, firewalls) and user permissions management.
- **Scientific Background:** Knowledge of bioinformatics, genetics, or computational biology gained through education or experience is ideal.
- **Problem-Solving:** Sharp analytical skills, attention to detail, and the ability to manage multiple priorities in a fast-paced environment.
- **Education:** Bachelor's degree in a relevant field (e.g., biology, genetics, biochemistry, computer science, or bioinformatics) or equivalent work experience. Advanced degrees (Master's or PhD) are a plus but not required.
- **Tech Proficiency:** Comfort with MS Office and a strong desire to learn CRM and case-ticket software.
- **Travel:** Availability for occasional travel to annual conferences

#### **Time Zone Coverage:**

This role supports a global customer base. To ensure coverage for customers in Europe and Asia, candidates must be based in the Eastern or Central U.S. time zones, with a preference for Eastern Time.

#### **Preferred Qualifications**

- Hands-on experience with genomic data analysis or command-line pipelines (e.g., NGS workflows).
- Prior customer-facing experience in a technical or scientific role.
- Familiarity with Golden Helix software or similar bioinformatics platforms.

#### **Screening**

- Selected candidates may also be asked to walk through how they would position Golden Helix software for a demo or evaluation plus strategize troubleshooting installation or diagnose technical issues.

#### **Why Join Golden Helix?**

At Golden Helix, you'll work with a passionate team in a fun, innovative environment at our Bozeman, MT headquarters. We offer a generous benefits package, including paid time off, paid holidays, health insurance, and a 401(k). This is a full-time, remote position, where your technical and scientific expertise will directly impact our customers and the genomics community.

## **How to Apply**

Ready for a challenging and rewarding role? Send your resume to [personnel@goldenhelix.com](mailto:personnel@goldenhelix.com). No cover letters, please—just include a brief note in your email about a time you taught someone to use a computer program or app (who you taught, what it was, and how you approached it). We can't wait to hear your story!